



IDAHO DEPARTMENT OF HEALTH & WELFARE

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August 7, 2008

Debbie Freeze, Administrator
Lewiston Rehabilitation & Care Center
3315 8th Street
Lewiston, ID 83501

Provider #: 135021

Dear Ms. Freeze:

On **July 23, 2008**, a Complaint Investigation was conducted for Lewiston Rehabilitation & Care Center. Lea Stoltz, Q.M.R.P. conducted the complaint investigation.

A recertification survey was conducted at the facility just prior to receipt of this complaint. All the issues identified in the complaint were addressed during the recertification survey.

During the survey, the following individuals were interviewed: the administrator, the Director of Nursing (DON), a registered nurse (RN) consultant, the social worker, the dietary manager, the dietitian, two family members, twelve residents, four licensed nurses and seven certified nurse aides (CNA's). In addition, a resident group meeting was conducted. Several of the issues identified in this complaint were discussed during that group meeting.

The following observations were made: 100% of the residents' rooms, meals during breakfast and lunch, temperatures of all food items served at the noon meal on June 4, 2008, resident's grooming and appearance and lengthy observations of fourteen residents during the provision of personal care, activities and dining.

The following records were reviewed: seventeen residents' records, minutes of Resident Council Meetings from April 27, 2007, through May 2008, grievances from April 27, 2007, through May 2008, and Incident/Accident reports from March 2008 through June 3, 2008.

The identified resident was deceased at the time of the recertification survey.

The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00003682

ALLEGATION #1:

The complainant stated that the soup that was served to the identified resident at the facility was always too hot.

FINDINGS:

During interviews with eight residents participating in the group interview and four individual residents interviewed, no complaints were made about the quality or temperatures of the food served.

Food temperatures taken during the kitchen inspection on June 4, 2008, at 11:30 a.m. were within required guidelines for safe food handling.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #2:

The complainant stated that the resident went unshaved repeatedly and staff frequently had to be asked to do it for him.

FINDINGS:

During observations in the facility between June 2, 2008, and June 5, 2008, no male residents were observed to be in need of shaving, and residents throughout the facility were observed to be properly groomed.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #3:

The complainant stated the identified resident's teeth were missing for three days. The family reportedly found them under the resident's bed.

FINDINGS:

During the group interview on June 2, 2008, at 10:30 a.m. eight residents were questioned about the safety and security of their personal items, including eyeglasses, dentures and hearing aids. The

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residents voiced no complaints about the security of their possessions. Additional interviews with four residents failed to verify problems with lost items. There were no written grievances related to this issue. Although it may have occurred, it could not be verified.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #4:

The complainant stated that a liquid dietary supplement was noted to be at the resident's bedside at 3:30 p.m. each day. It was warm. When asked, staff would say the resident was asleep when they brought it into his room. They would throw it away later.

FINDINGS:

Fourteen resident records were reviewed for nutritional adequacy and meal monitors were reviewed to establish documentation of meals, fluids and supplement consumed occurred. In addition, dietary supplements were noted to be given timely throughout the survey and no deficient practices related to dietary supplements was cited at the time of the recertification survey.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,


LORENE KAYSER, L.S.W., Q.M.R.P.
Supervisor
Long Term Care

LKK/dmj